



Cisco Return RMA Brazil Nota Fiscal Reference Guide

Thank you for choosing the Cisco products and services. The final step in the RMA process is the return of the defective products. We understand that returns in Brazil can be complicated. The below information was created to assist you with this. If you need any assistance, please contact us by email at upscoletas@ups.com or by phone 11 4898-7558 or 11 4898-7559.

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How to obtain the invoice access key

The RMA email notifications sent for the replacement part delivery include the 44 digit key as the proof of delivery information. If you do not have those emails, you can obtain the information through the steps below.

Please go to the web address below:

<http://msvodb.cloudapps.cisco.com/support/serviceordertool/home.svo>

How to Buy
Service Order RMA Tools
Cisco Support Community | Live Chat | Language: English

HOME
HOW TO BUY
Service Order RMA Tools

This site provides tools and resources to streamline your service and parts logistics inquiries. Please use the [FeedBack](#) Link for submitting SVO related access requests, tool issues & general comments. Visit our [Cisco Support Community](#) to learn more about the tools.

Service Order RMA Tool *NEW* Tool set to create, search for, and view orders.
Service Order QuickSearch Search for specific order(s) and view details
View Service Parts Tool Search for Service Parts and view descriptions

RMA Quick Search
Enter Order Number:
Search

Click on Service Order QuickSearch. Then enter your RMA Order # in the field and click "Search".

Order No: 12345678 Current Status: Booked
Copy Order

Order Replacement Parts Return Parts

Delivery #22275622 - VDK

Parts Dispatch Information
Part Dispatcher: UPS
Part Warehouse: Priority Overnight
Ship Method: A
Contact Method: A

Partner Reference Information
Partner Reference Number: 12345678
Parts ETA: 05 Aug 2016 18:00 (GMT -2)
Notes:

POD Information
Received By: John Doe
Date/Time: 05 Aug 2016 13:15 (GMT -2)

Tracking Information
Tracking Number: 1234567891012345678910123456789101234
Courier List: UPS
Ship Date: 04 Aug 2016 15:26 (GMT -2)

In the order details screen, choose the Replacement Parts tab. The 44 digit key shows as the tracking number for the delivered part.

Note: Some multi-part RMAs may have multiple tracking #'s.

How to complete return invoice

UPS SCS Logística Brasil LTDA, as a Cisco partner, performs the replacement / exchange operation under warranty of its products. In this way, when they open an RMA, they will receive the requested equipment accompanied by an NF issued by UPS Matrix, Branches DF, MG, RS, RJ and PR, or by the partner Aerofast Logística Integrada. Return to the places of origin of each call.

If you receive invoices with different shipping methods, please do not consolidate the return. Do not issue invoice to return ship only parts. The CFOP on Ship Only replacement parts will show consumable.

Logotipo e informações do cliente.		DANFE DOCUMENTO AUXILIAR DA NOTA FISCAL ELETRÔNICA CHAVE DE ACESSO: 1 0 - ENTRADA 1 - SAÍDA	
NATUREZA DA OPERAÇÃO RETORNO DE TROCA EM GARANTIA		PROCESSO DE AUTORIZAÇÃO DE USO	
INSCRIÇÃO ESTADUAL I.E. DO CLIENTE	INSC. ESTADUAL DO SUBST. TRIBUTÁRIO	CNPJ CNPJ DO CLIENTE	
DESTINATÁRIO / REMETENTE UPS SCS LOGÍSTICA (BRASIL) LTDA		CNPJ / CPF	DATA DA EMISSÃO XX/XX/201X
ENDEREÇO	BARRIO / DISTRITO	CEP	DATA DA ENTRADA / SAÍDA
MUNICÍPIO	FONE / FAX	UF	INSCRIÇÃO ESTADUAL
HORA DA SAÍDA			
FATURA / DUPLICATA			
CÁLCULO DO IMPOSTO BASE DE CÁLCULO DO I.C.M.S. VALOR DO I.C.M.S. BASE DE CÁLCULO I.C.M.S. ST VALOR DO I.C.M.S. SUBSTITUIÇÃO VALOR TOTAL DOS PRODUTOS VALOR DO FRETE VALOR DO SEGURO DESCONTO OUTRAS DESPESAS ACESSÓRIAS VALOR TOTAL DO IPI VALOR TOTAL DA NOTA			
TRANSPORTADOR / PRODUTOS TRANSPORTADOS		FRETE POR CONTA % Por conta do destinatário	
NOME / RAZÃO SOCIAL		MUNICÍPIO	
ENDEREÇO		QUANTIDADE	
ESPECIE CAIXA		MARCA	
NUMERO		PESO BRUTO	
PESO LIQUIDO			
DADOS DOS PRODUTOS / SERVIÇOS COD. PROD. DESCRIÇÃO DOS PRODUTOS / SERVIÇOS NCM ST CST CFOP UNID. QUANT. VALOR UNITÁRIO VALOR TOTAL % CALC. ICM S VALOR ICM S VALOR IPI ALÍQUOTAS (ICMS) (IPI)			
PN Descrição em português QTD Valor Unitário Valor total			
4 Descrição deverá ser a mesma da NF de Remessa ou uma descrição coerente com o equipamento. 5 De acordo com a NF de Remessa. 6 5.949 EM SP 6.949 FORA DE SP 7 O valor unitário deverá ser o mesmo da NF de Remessa. (Operação de troca em garantia não tem vínculos com a operação de compra). 8 Clientes optantes pelo simples, ME ou EPP não destacam impostos. 9 Favor, sempre referenciar em "dados adicionais" o nº da NF de Remessa enviada pela UPS. Clientes EPP, ME e optantes pelo simples nacional devem acrescentar a mensagem: "Documento emitido por empresa optante pelo simples nacional".			
DADOS ADICIONAIS (INFORMAÇÕES COMPLEMENTARES) RETORNO CONFORME NF XXXXXX.			

1 - Please fill in with the following information: "Retorno" or "Outras Saidas"

2 - The destination must be identical to the ship from address on the nota fiscal that was sent with the replacement.

3 - Please fill this are with the following information: "cliente retira".

4 - The description needs to be the same from the nota fiscal sent with the replacement.

5 - CST code must be copied from the nota fiscal that was sent with the replacement.

6 - Please fill this with the code 5.949 for Sao Paulo and 6.949 for all other areas.

7 - The value of the nota fiscal must be copied from the nota fiscal that was sent with the replacement. This value has no association with the value of the original equipment purchased.

8 - Customers that are ME or EPP do not have to log the tax percentage in here.

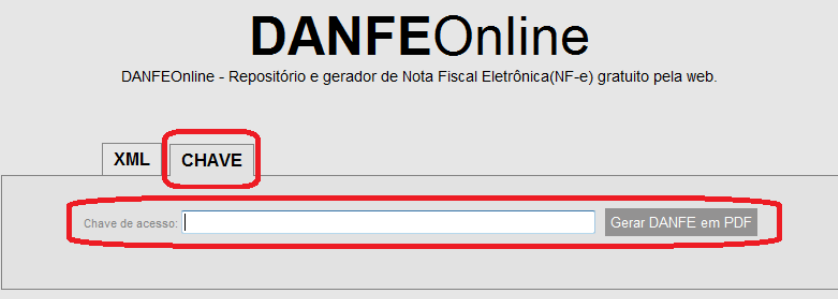


9 - Please always refer to the nota fiscal number that was sent with the replacement equipment. If the company is ME or EPP, please write " Documento emitido por empresa optante pelo simples nacional".

How to obtain Invoice (PDF)

The replacement part delivered to the location included a physical copy of the invoice. Additionally an electronic copy was emailed to the primary company contact on record. Additionally a copy of the document can be downloaded using the steps below.

With the access key in hand, please go to the web address below:

<http://www.danfeonline.com.br/>

	<p>Choose the "CHAVE" tab, enter the number of the access key (44 characters) in the indicated field and click "Gerar DANFE em PDF".</p>
	<p>On the next screen type the characters that appear (4 characters) in the indicated field</p>
	<p>On the next screen, click the "Download do DANFE" button and save the file on your computer.</p>

How to obtain Invoice (XML)

To get the XML file is mandatory to use a valid digital certificate installed on your computer, remembering that every issuer CNPJ use Invoice own digital certificate.

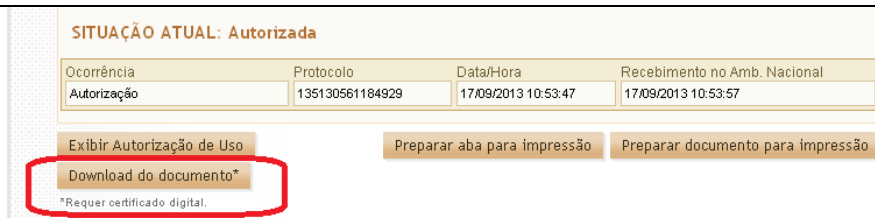
With the access key in hand, please go to the web address below:

<https://www.nfe.fazenda.gov.br/portal/consulta.aspx?tipoConsulta=completa&tipoContetip=XbSeqxE8pl8=>



The screenshot shows the 'Consultar NF-e Completa' page. A red box highlights the search area, which includes a CAPTCHA image (showing 'fPqL'), a text input field for 'Chave de Acesso da NF-e', and a smaller input field for 'Digite o código da imagem ao lado'. Below these fields are 'Continuar' and 'Limpar' buttons. The page header includes the NFe logo and navigation tabs for 'Serviços', 'Legislação', 'Documentos', and 'Downloads'.

Put the number of the access key DANFE (44 characters) in the field provided, and then type the characters (4 characters) also in the field provided, and click "Continuar"

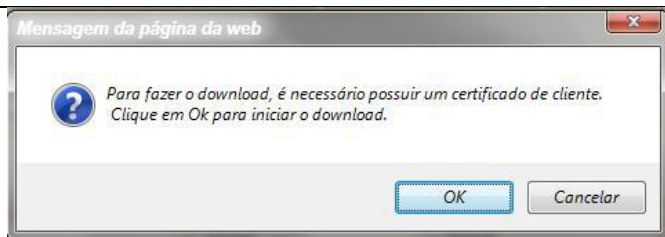


The screenshot shows the 'SITUAÇÃO ATUAL: Autorizada' section. It contains a table with the following data:

Ocorrência	Protocolo	Data/Hora	Recebimento no Amb. Nacional
Autorização	135130561184929	17/09/2013 10:53:47	17/09/2013 10:53:57

Below the table are three buttons: 'Exibir Autorização de Uso', 'Preparar aba para impressão', and 'Preparar documento para impressão'. The 'Download do documento*' button is highlighted with a red box. A note below it reads: '*Requer certificado digital.'

Scroll to the bottom of the completed NF information and click "Download do document*"



The screenshot shows a 'Mensagem da página da web' dialog box. It contains a question mark icon and the text: 'Para fazer o download, é necessário possuir um certificado de cliente. Clique em Ok para iniciar o download.' At the bottom are 'OK' and 'Cancelar' buttons.

Click "OK" in the message.

After that just confirm the use of the certificate and save the XML into your computer.